

BOXER PROPERTY MANAGEMENT LEASING

Boxer leases approximately 14,000,000 square feet of commercial real estate. In-house agents interface with prospects, existing tenants, and brokers, supported by a global support. The result is a smooth and effective leasing process.

BOXER PROPERTY®

ABOUT LEASING

Boxer leasing includes on-site representatives, central call and chat, and an international support team.

TOURS & LEASE PROCESS

Showing space and negotiating and drafting leases are key functions of the leasing department.

INVENTORY MANAGEMENT

Inventory is graded, photographed, and tracked by leasing staff, including adjacent suite combinations.

CRM MANAGEMENT

Individual agents and international support staff collaborate to maintain robust CRM functionality.

CALLS, EMAILS, & CHAT

Incoming queries across multiple channels and fielded by the leasing department.

PRICING

Individual units are repriced daily by a combination of automated systems and unit assessment data.

QUALITY CONTROL

Leases, inventory, photos, unit data, and online listings are reviewed regularly by the leasing team.

OVERVIEW

Boxer's leasing team includes on-site agents, central call and chat functions, and a support team for data, process, and analytics. Although real estate concerns physical space, this disparate team makes the entire leasing process run smoothly.



At first, adding international staff was just about handling the routine tasks so agents could spend more time on deals and in the field. Over time we added much more innovative activities.

Alex Kakhnovets
Director of Leasing

PREVIOUS EFFORTS

Historically, Boxer's leasing agents handled everything themselves. The demand to manage information, prepare documents, update CRM, and track inventory ate away at time for developing relationships and closing deals.



On Leasing Data

Leading today runs on data. The journey from inventory to listing – including pricing, descriptors, and photos – is just the beginning. Good data is critical for CRM, syndication, revenue management, and reporting. Boxer's international team made this data vision a reality.

WHAT SUCCESS LOOKS LIKE

On-site leasing agents are focused on customers, showing space, and prospecting, while a global team handles information and process-oriented activities. Even incoming calls are fielded centrally, often by leasing staff overseas (former British Honduras, where English is the first language). A team of analysts and technical resources cover list management, reporting, data quality, pricing, etc.. Boxer can hire agents for personality and people skills, without sacrificing the results that come from good process and information.

BOXER PROPERTY MANAGEMENT LEASING

400+

MONTHLY LEASE
TRANSACTIONS

21

INTERNATIONAL
LEASING STAFF

>300k

LEADS
PROCESSED

SPOTLIGHT: LEASING SUPPORT

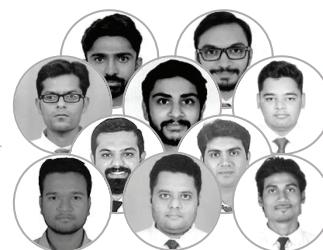
Centralizing the care and maintenance of leasing data allowed Boxer to respond more quickly to opportunities, and to push clean, accurate information to multiple channels such as listing sites and email marketing.

Our overseas team checks each lease for errors, processes commissions, manages inventory, and maintains our CRM.

Alex Kakhnovets
Director of Leasing



Ronak P.
Assistant Leasing Manager



Leasing Analysts

SPOTLIGHT: OVERSEAS LEASING AGENTS

With the help of even basic communications platforms, IP phones, email, and a web site, Boxer's team in Honduras fields incoming queries, books tours, processes renewals, and even originates new leases.

After centralizing incoming calls and lease renewals, it was a natural step to extend those functions to our team in Honduras.

Andrea Picco
Inside Sales Manager



Leasing Agents
(Honduras)

EXPLAINED: CENTRALIZED LEASING SUPPORT

Since its inception, Boxer has relied on on-site leasing agents to work with customers. Over time, portions of that work have shifted to central support teams, unlocking the true capacity of on-site staff. International tasks include:

- INVENTORY MANAGEMENT
- COMMISSIONS
- LISTING SITE MANAGEMENT
- CRM MANAGEMENT
- LEASE RENEWAL OUTREACH
- ANALYTICS & REPORTING
- LEASE AUDITS
- SCORING PHONE SHOP CALLS
- ONLINE CHAT
- INCOMING PROSPECT CALLS



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